

CHAPTER III

OPERATIONAL PLAN

3.1 Location & Facilities

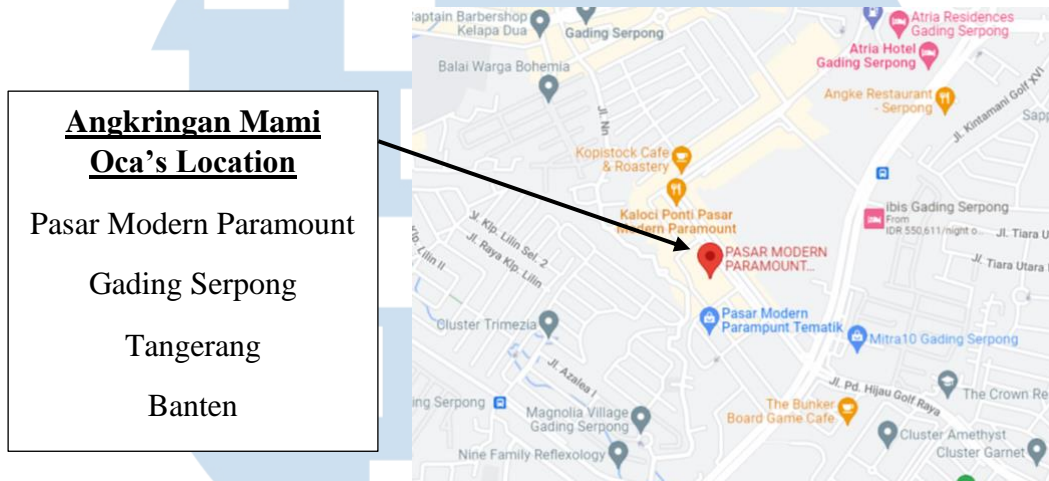


Figure 3.1 Angkringan Mami Oca Location

Source: Google Maps

Location selection is one of the important things in opening a business. The location of the business can affect the market for the product. Angkringan Mami Oca will be located in Gading Serpong, where Gading Serpong is a fantastic location and has a lot of potential for our business growth. Paramount Modern Market will be the location of Mami Oca's Angkringan business. The owner chose Pasar Modern Paramount because of its very strategic location which is one of the night culinary spots in Gading Serpong, where many visitors come looking for food.

3.2 Manufacturing / Service Methods

Angkringan Mami Oca manufacturing and service methods are conducted in steps as follows:

1. Purchasing and Procurement

Every week, the owner ordered ingredients and materials used to make the products or to serve to the customer through the suppliers.

2. Ingredients and materials Storing

When the materials are arrived, it will be stored in the storeroom. The materials here are the dry ones, such as the plastic, Styrofoam, bamboo skewers, and other groceries like salt, sugar, and so on. For the raw ingredients, it will go through the next step.

3. Ingredients Cleaning and Scaling

Before the raw ingredients are stored, it needs to be cleaned and scaled first to make it easier in the cooking preparation. The raw ingredients which are stored are used for the next week in the freezer.

4. Cooking Preparation

The preparation of the stewed and marinated products is done every three days. However, for the daily products such as rice, sambal, and other perishable products are done on the same day with the selling day.

5. Cooking Process

The cooking process are divided into two. The one at home, and the one at the shop. The one at home are the products which are stewed or marinated and needed to be reheated or fried at the stall. At the food stall, the staff will reheat or fried the food.

6. Food Stall Preparation

The stall must be prepared every day. From opening the tent, preparing the cart, the mat, and even all the things needed to make the place comfortable such as toothpicks, ashtrays, to tissue.

7. Food Stall Operations

The food stall is operated everyday with 3 staff including the owner. In-store

Orders are as follow:

- a. Customers come to Angkringan Mami Oca.
- b. Our staff will show you the menu and explain it.
- c. The customer chooses which variant the customer wants
- d. staff provide paper to record customer orders.
- e. The customer gives the paper to the staff to then make an order according to the notes made by the customer.
- f. After that, the staff will deliver the product to the customer.

8. Daily Closing

After the working hours ended, the staff will clean and clear the food stall with the standard cleaning operation.

3.3 Supplies and Suppliers

To keep the business running, Angkringan Mami Oca surely needs a lot of facilities, furniture, packaging and ingredients for production. These needs can be fulfilled by having suppliers. And therefore, below is the list of needed Describe the supplies and suppliers essential in your product manufacture and services.

Table 3.1 Equipment & Appliances List

Name	Qty	Units	Supplier
Appliances and Tools			
Handphone	1	Pcs	Tokopedia
Asus Laptop	1	Pcs	Robinson Computer
Cooking Gas Tank 3Kg	2	Pcs	UD Pasar Lama
Gas Regulators	1	Pcs	UD Pasar Lama
2 Burner Stove	1	Pcs	UD Pasar Lama
Dispensers	1	Pcs	UD Pasar Lama
Traditional Rice Cooker	1	Pcs	UD Pasar Lama
Water Gallon	2	Pcs	UD Pasar Lama
Spoons	60	Pcs	UD Pasar Lama
Plate	60	Pcs	UD Pasar Lama
Fork	60	Pcs	UD Pasar Lama
Glass Cup	36	Pcs	UD Pasar Lama
Strainers 26 Cm	2	Pcs	UD Pasar Lama
Strainers 10 Cm	3	Pcs	UD Pasar Lama
Foodbox 37x27x7.5	5	Pcs	UD Pasar Lama
Foodbox 37x27x14	3	Pcs	UD Pasar Lama
Measurement Jug 1000 MI	2	Pcs	UD Pasar Lama
Chopping Boards	2	Pcs	UD Pasar Lama
Tong	3	Pcs	UD Pasar Lama
Iron Plate Frying Pan	1	Pcs	UD Pasar Lama
Knives	2	Pcs	Toko Pedia
Ladle	1	Pcs	UD Pasar Lama
Scales	2	Pcs	UD Pasar Lama

Water Boiled	1	Pcs	UD Pasar Lama
Wok 38 Cm	2	Pcs	UD Pasar Lama
Furniture			
Gerobak Angkringan	1	Pcs	Arjuna Mebel 3
Sitting table	5	Pcs	Furniture Store
Meter Non Woven Carpet	10	Meters	Martha Karpet Indonesia
Packaging			
Cork styrofoam rice box	300	Pcs	UD Pasar Lama
Straw	600	Pcs	UD Pasar Lama
Plastic Cutlery	400	Pcs	UD Pasar Lama
Raw Materials			
Rice	5000	Gr	UD Pasmod Paramount
Water	19000	MI	UD Pasmod Paramount
Chicken Breast	1000	Gr	UD Pasmod Paramount
Mackarel Tuna	900	Gr	UD Pasmod Paramount
Salted Squid	1000	Gr	UD Pasmod Paramount
Petai	115	Gr	UD Pasmod Paramount
Lime leaves	50	Gr	UD Pasmod Paramount
Bay Leaf	50	Gr	UD Pasmod Paramount
Galangal	100	Gr	UD Pasmod Paramount
Candlenut	500	Gr	UD Pasmod Paramount
Indonesian Basil Leaf	30	Gr	UD Pasmod Paramount
Salt	250	Gr	UD Pasmod Paramount
MSG	250	Gr	UD Pasmod Paramount
Big Red Chilli	250	Gr	UD Pasmod Paramount
Brown Sugar	1000	Gr	UD Pasmod Paramount

Pepper	100	Gr	UD Pasmod Paramount
Mushroom Broth	230	Gr	UD Pasmod Paramount
Ginger	500	Gr	UD Pasmod Paramount
Red Onion	500	Gr	UD Pasmod Paramount
Garlic	100	Gr	UD Pasmod Paramount
Red Curly Chilli	100	Gr	UD Pasmod Paramount
Red Chilli	500	Gr	UD Pasmod Paramount
Cooking Oil	1000	MI	UD Pasmod Paramount
Big Green Chilli	250	Gr	UD Pasmod Paramount
Shrimp Paste	200	Gr	UD Pasmod Paramount

Source: Author Data

3.4 Control Procedures

In order to reduce the likelihood of bacterial cross-contamination, manufacturers and packers adhere to standard operating procedures (SOPs) that stress the importance of cleanliness and restrict the number of persons who come into contact with food to one or two at a time.

Production Procedures:

- a. All employees who are not exempt from wearing hair nets, face masks, and other protective gear must wash their hands and put on food-grade gloves before touching any part of the production process.
- b. Preparation comes first and runs concurrently with other operations until the product is ready for sale.
- c. Different containers will be used for different types of ready-to-eat items.

- d. New one-use medical equipment and supplies will be made available every day.

To maintain the cleanliness and quality of goods, the staff also clean the storage area daily.

Table 3.2 Inventory Control Form

IN				OUT			
Date	Ingridient	Unit	By	Date	Ingridient	Unit	By

Source: Author Data

3.5 Staffing

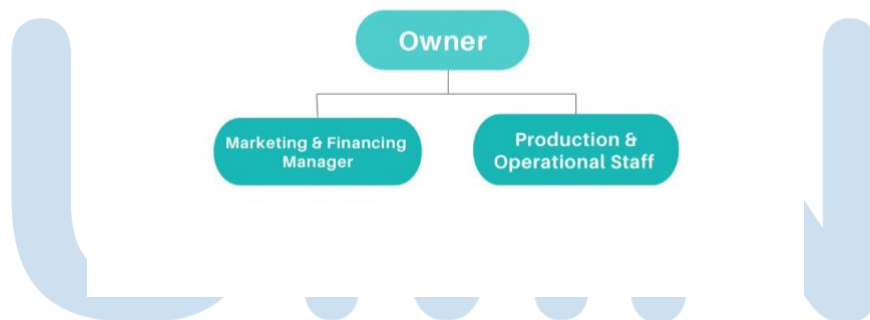


Figure 3.2 Angkringan Mami Oca Orgnizational Chart

Initially, Angkringan Mami Oca will have a smaller team size, but it is possible that in the future, it will grow. The marketing team will make this business run more efficiently and stable. The owner intends to hire two employees as marketing manager and finance manager, then for operations and production.

1. Staff Requirements

a. Marketing & Financing Staff

- 1) Has a minimum degree of high school or vocational high school.
- 2) Have work experience in marketing and also financing for at least 1 year.
- 3) Male/Female aged 20-30 years
- 4) Able to work in groups
- 5) Active on social media
- 6) Able to master social media
- 7) Honest and discipline
- 8) Prioritizing cleanliness and health protocols

b. Production & Operational Staff

- 1) Has a minimum degree of high school or vocational high school
- 2) Men / Women aged 20-26
- 3) Able to work in group
- 4) Able to work at a fast pace
- 5) Honest
- 6) Discipline
- 7) Prioritizing hygiene and health protocols

2. Job Description

a. Owner

Leading, supervising, and continuing to unify the development of the business involved, as well as making decisions and business

development plans that have prospects in accordance with the needs of consumers and customers on the basis of mutual agreement/deliberations.

b. Marketing & Finance Manager

Introducing, marketing, promoting, and providing the best service system to consumers/customers. Manage and audit finances so that there are no deviations in their use, and estimate finances as well as possible.

c. Production & Operational Staff

The staff will be the individuals in charge of operations. Implementing safety guidelines and operational SOPs. They are the ones who will take care of operations and production.

